



better you™

Award-winning
stroke team

5-star
hospice care

January 2024
chisjh.org



President's perspective



Ben Koppelman

Happy New Year! As we look forward to another new year we are excited to share some highlights and exciting news

about our programs and services in this edition of BetterYou.

I'm proud to announce that we are now officially Stroke Ready, according to our recent designation as an Acute Stroke Ready Hospital (ASHR) from the Minnesota Department of Health. Additionally, CHI St. Joseph's Health was awarded the Community Champion Award for its work to improve stroke care.

We were also very honored and proud to receive the Business Excellence Award from the Park Rapids Lakes Area Chamber of Commerce and to be the only area hospice agency to receive a 5-star rating from the Centers for Medicare and Medicaid Services (CMS).

Have you ever wondered how much care we provide in a year? Inside this edition is a snapshot from our Annual Report. Not only does this give you an insight into the care that we provide the community, it also summarizes the benefit we provide to the community. This past year CHI St. Joseph's Health provided \$3,136,238 in total community benefit. This is just one of the ways we give back to the community.

Another way is through our new Community Health Improvement Grants. These grants are given to organizations that are helping us address our most pressing community health issues. This year we awarded \$10,000 each to Kinship of Park Rapids and Lutheran Social Services. Both of these organizations are tremendous assets to our community and we are pleased that we could partner with them.

Together, we are capable of so much more. Read on for opportunities with our wonderful volunteers, and so much more we're excited about at CHI St. Joseph's Health.

CHI St. Joseph's Health Board of Directors

Ben Koppelman
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President

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Kurt Hansen
Park Rapids

Honored and proud



In October 2023, CHI St. Joseph's Health was awarded the Business Excellence Award from the Park Rapids Lakes Area Chamber of Commerce at their annual awards banquet.

This award recognizes a Chamber member who displays the values of the Chamber in Leadership, Workforce, Innovation and Community. CHI St. Joseph's Health was recognized more specifically for:

- Active involvement in the community
- Advancement of robotic-assisted surgery

- Achieving Acute-Stroke-Ready Hospital designation
- Efforts to expand services for the community
- Playing a critical role during the pandemic

This award is only made possible by the collective effort of everyone in the organization caring greatly about the mission of our organization. Every day, we respond to the call to serve our patients and improve the health of our area communities!



Stroke team wins Champ Award!

Congrats to our team for receiving the Community Champion Award for creating a meaningful, long-term improvement in quality of stroke care.

In addition to this award from the Minnesota Department of Health, we are also designated as an Acute Stroke Ready Hospital (ASRH).

Stroke is the 5th leading cause of death and a leading cause of disability in Minnesota.

When patients present with stroke symptoms, St. Joseph's has an acute stroke process in the Emergency Department with protocols that allow the acute stroke team to implement a stroke

code activation. This code speeds delivery of acute therapies that can improve the outcomes for patients.

The ASRH designation is part of a coordinated statewide system of care to ensure hospitals and Emergency Medical Service providers are equipped and ready to provide the fastest and best possible stroke care.

Congratulations to our team for implementing a successful program for our patients and our community! We are proud of this important designation and thankful for our stroke committee members.



Time is brain: Know signs of stroke

Minutes matter when it comes to stroke symptoms. Getting to the hospital as soon as possible for treatment improves outcomes and saves lives, so know the signs of a stroke and BE FAST.

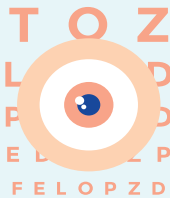
B E F A S T

BALANCE



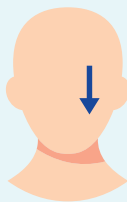
**LOSS OF
BALANCE**

EYES



**LOST
VISION**

FACE



**FACE
DROOPING**

ARM



**ARM
WEAKNESS**

SPEECH



**SPEECH
DIFFICULTY**

TIME



**TIME TO CALL
AN AMBULANCE**

The care you need, without the drive



CHI St. Joseph's Health Services

Bariatric Center of Excellence
 Cardiopulmonary Rehabilitation
 Community Health
 Foot Care
 Immunizations & Health Screenings
 WIC, C&TC
 Violence Prevention
 Diagnostics
 CT, MRI, X-ray, Echo Cardiogram,
 3-D Digital Mammography, Nuclear
 Medicine & Ultrasound
 Imaging

Emergency Medicine &
 Level 4 Trauma Care
 ENT/Otolaryngology
 General Surgery
 Hospice Care
 Intensive Care Unit
 Laboratory Services
 Occupational Therapy
 Ophthalmology
 Cataract Surgery
 Orthopedics & Sports Medicine Clinic

Physical Rehabilitation & Fitness
 Center
 Podiatry
 Respiratory Therapy
 Robotic-Assisted Surgery
 Sleep Studies
 Speech Therapy
 Urology
 Vein Treatment
 Weight Management Center



Annual Report

Fiscal year 2023
 (July 1, 2022 - June 30, 2023)

STATS

Patients admitted 903
 Patient days of care 3,465
 Average length of stay (days) 3.83
 Outpatients registered 29,569
 Surgeries 1,193
 Emergency room visits 9,389
 Physical therapy visits 20,336
 Occupational therapy visits 4,448
 Cardiac rehabilitation visits 3,044
 Speech therapy visits 728
 Lab tests 51,317
 Imaging exams
 (x-ray, MRI, CT, etc.) 15,696
 Dental clinic visits 7,852

Hospice care visits 3,641
 Total number of employees 279

FINANCIAL STATEMENT REVENUE

Patient revenue \$110,252,589
 Contractual
 adjustments (\$61,763,842)
 Charity care (\$623,339)
 Bad debt (\$1,394,155)
 Donations \$57,887
 Other revenue \$4,382,602
Total revenue \$50,911,742

EXPENSES

Salaries \$19,918,978
 Employee benefits \$5,297,657
 Supplies, medications,
 food \$5,766,992
 Purchased services \$9,621,708
 Depreciation and
 interest \$3,727,707
 Other expenses \$6,012,510
 Total expenses \$50,345,552
 Income for reinvestment in future
 programs \$566,190



Community Benefit Summary

BENEFITS FOR LOW-INCOME PATIENTS

Cost of charity care \$333,067
 Unreimbursed cost of
 medical assistance \$1,361,149

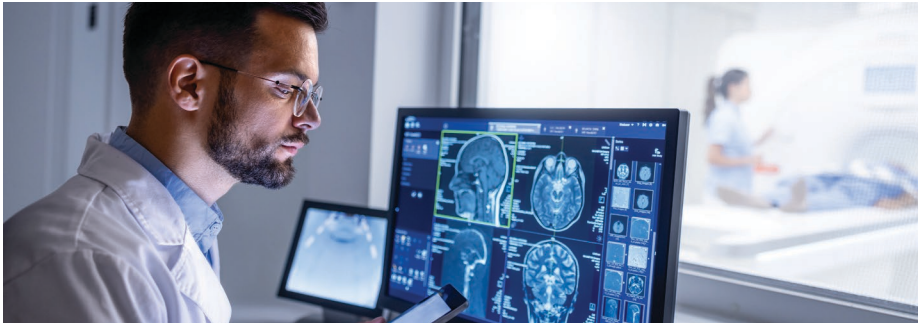
**TOTAL BENEFITS FOR
 LOW INCOME \$1,694,246**

BENEFITS FOR THE BROADER COMMUNITY

Non-billed services to the
 community \$156,481
 Subsidized health
 services \$927,471
 Other community
 benefit \$358,070

**Total benefits to the broader
 community \$1,442,022**

**TOTAL COMMUNITY
 BENEFIT \$3,136,268**



Local radiologist a true asset



Matthew Lee, MD
Radiologist

Talking directly with the radiologist, hearing your results in person and on the same day as your test. That’s what our patients appreciate about Matthew Lee, MD.

As our general and interventional radiologist, he performs imaging tests, biopsy procedures, joint injections and some pain procedures.

Being on site makes a big difference. Dr. Lee believes in being available to talk directly with patients and answer their questions – in the moment when they need it most.

Dr. Lee completed his medical degree at University of North Dakota and served in the U.S Army Reserve as a Russian Linguist.

Stay in the game

Injuries are certainly one of the risks of playing sports. To decrease the likelihood, it’s important to implement strength, balance, flexibility, agility and aerobic conditioning as part of an off-season program.

A knowledgeable, experienced, professional athletic trainer can help. You don’t have to travel for orthopedic care. Our CHI St. Joseph’s Health team has been working with local athletes for years to help them prepare and stay healthy all season long.

We can help you move and live pain free and get you back to enjoying life to the fullest. Services in Park Rapids include:

- Total knee and total hip replacement
- Shoulder replacement
- Joint replacement
- Treatments for shoulder and elbow pain
- Carpal tunnel and trigger finger releases
- Joint injections
- Fracture care
- Physical therapy
- Sports physicals
- Same day appointments available and **no referral needed!**

Orthopedics & Sports Medicine

Located in the lower level of the hospital



Vern Prochaska, MD
CHI St. Joseph’s Health



Tim Meier, PA
CHI St. Joseph’s Health

To schedule an appointment call: **218.616.3700**

Defining Obesity: Myths and Facts

Myth: Obesity is about size and appearance.

Fact: Obesity, excess weight — whatever word you use—is not about weight, but is about the health threats it causes, such as:

- High blood pressure
- Diabetes mellitus
- Heart disease
- Osteoarthritis
- Obstructive sleep apnea
- Liver disease
- Certain cancers

Myth: Obesity develops due to a lack of willpower or effort.

Fact: This is weight bias and stigmatization. It’s important to understand that obesity is affected by numerous factors:

- Neurobehavioral
- Medical
- Immune
- Environment (social and cultural)
- Endocrine
- Genetics
- Epigenetics

Myth: There’s one sure way to lose weight.

Fact: A comprehensive approach that includes healthful nutrition, physical activity, behavior modifications, and medical management is best.

Let the Light of Hope shine

A beloved part of the holiday season for families throughout our community is gathering around to decorate and light their Christmas trees. We at CHI St. Joseph's Health share this tradition with the community each year with our annual Light of Hope ceremony.

This year's event benefitted CHI St. Joseph's Health Hospice Care program and the ceremony highlighted the life of David "Larry" Johnson with his family and the community. The Park Rapids Lakes Area Chamber of Commerce and Downtown Business Association again partnered in the event.

You can make a donation to Hospice Care any time of the year. Donations help provide financial support for end-of-life care for hospice patients and their families in our community.



Larry Johnson and family.



To donate online visit: chisjh.org/donate/
You can mail donations to: CHI St. Joseph's Health Hospice Care,
600 Pleasant Avenue S, Park Rapids, MN 56470



5-star hospice care

High quality hospice care plays an essential role in communities by meeting the physical, emotional and spiritual needs of seriously ill and dying patients and their loved ones. Hospice also provides grief support and education as well as spiritual care throughout the hospice journey.

For the second time, CHI St. Joseph's Health Hospice Care is the only agency in the region to receive a 5-star rating from the Centers for Medicare & Medicaid Services (CMS) Care Compare program.

"I am so grateful to the entire team for the positive impact they make in the lives of our patients and their families. What they do makes a difference and it shows in these results," said Deb Haagenson, Vice President of Patient Care.

CHI St Joseph's Health Hospice Care received at or above the national and state averages in ALL categories of family/caregiver experience.



Compare Care

Medicare Care Compare (medicare.gov/care-compare/) is an online tool which allows patients and families to directly compare providers in their service area. Ratings are based on satisfaction scores from family/caregivers of patients who received care from these providers.

Located in Park Rapids, our CHI St. Joseph's Health Hospice Care is Medicare-certified, Joint Commission-approved and received more stars than any other agency in the region (see 5-star hospice care).

Go to chisjh.org/services/hospice-care/ or call 218.732.4554 to find out more about how hospice care can help your loved one and your family.



\$20,000 in grants awarded to local nonprofits

Thanks to a unique grant program, we're excited to share that Lutheran Social Services and Kinship of Park Rapids will each receive \$10,000 for their valuable efforts in 2024. How did it come about?

Community Health Improvement Grant

This year CHI St. Joseph's Health joined CommonSpirit Health's Community Health Improvement Grant program, which supports the delivery of services vital to improving health and well-being, and improving health equity.

This grant program focuses specifically on significant needs identified in our most recent community health needs assessment (CHNA).

Community Health Needs Assessment

CHI St. Joseph's Health conducts the health need assessment every three years to help identify community partners and address priority health and social needs faced by residents and the region.

We opened up requests for proposals that address mental health, substance abuse, a

youth/community/recreation center, and economic factors that influence wellness and obesity.

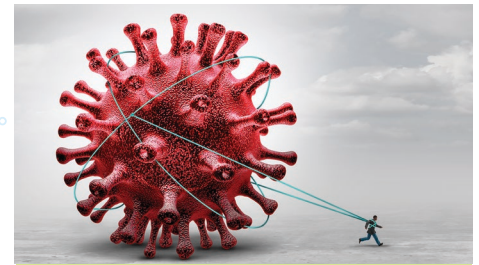
Supporting Community Nonprofits

Of the proposals received, the committee selected two recipients to receive this year's Community Health Improvement Grant award – Lutheran Social Services and Kinship of Park Rapids.

"By going beyond the walls of our hospital and partnering with nonprofit organizations who are best positioned to address systemic challenges, including those priority needs identified, we can extend our reach and build community capacity for sustainable change and support the most vulnerable to address health inequities." – Ben Koppelman, President of CHI St. Joseph's Health

CommonSpirit Health

CHI St. Joseph's Health is part of CommonSpirit Health, which was created in 2019 when Catholic Health Initiatives and Dignity Health came together to create a national health system.



Get to know long COVID-19

Long COVID, medically known as post-acute COVID-19 syndrome, occurs when someone has ongoing symptoms or develops new symptoms after recovering from a COVID-19 infection.

These symptoms vary widely and may come and go. For some, symptoms are mild; others have symptoms that significantly impact their daily lives.

Long COVID symptoms

Anxiety or depression • Chest pain
Cough • Diarrhea • Difficulty concentrating • Dizziness or lightheadedness • Extreme tiredness
Headache • Joint or muscle pain
Menstrual cycle changes • Pounding or rapid heartbeat • Rash, Shortness of breath • Sleep issues

Long COVID may also increase the risk of developing other conditions.

Managing long COVID can also be challenging because no standard treatments currently exist. The good news is getting a COVID-19 vaccine can help you avoid long COVID and lower your risk of severe outcomes.

Updated COVID-19 vaccines

Insured?

See your primary care provider for the most recent COVID-19 vaccine.

No insurance or underinsured?

Go to CHI St. Joseph's Health Community Health for a COVID-19 vaccine. Contact Community Health at 218.237.5464 to schedule yours today.

Doing good is a gift for all



Ready for some fun, friendship and a feeling of purpose? CHI St. Joseph's Health Auxiliary members are busy year-round with new and innovative ways to raise funds for the hospital.

Plenty of laughs and smiles are generated right along with financial gifts as they carry on a tradition started in 1955.

\$61,000 raised by the Auxiliary in fiscal year 2023 went to:

- EKG machine
- Surgical retractor
- Pressure redistribution bed
- CD and label equipment for radiology
- Self-propelled stretcher (built-in bed alarms help prevent falls)

Each new piece of equipment benefits patient care and is approved for purchase by the Auxiliary.

Seeking new faces and fresh ideas!

If you would like to get involved in the Auxiliary, please call 218.616.3383.

If you would like to volunteer, please scan the code below:

